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TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 30th June, 2020

For Immediate release **Website: - www.trai.gov.in**

"Indian Telecom Services Performance Indicator Report" for the Quarter ending October-December, 2019

TRAI today has released the **"Indian Telecom Services Performance Indicator Report"** for the Quarter ending 31st December, 2019. This Report provides a broad perspective of the Telecom Services in India and presents the key parameters and growth trends of the Telecom Services as well as Cable TV, DTH & Radio Broadcasting services in India for the period covering 1st October, 2019 to 31st December, 2019 compiled mainly on the basis of information furnished by the Service Providers.

Executive Summary of the Report is enclosed. The complete Report is available on TRAI's website (www.trai.gov.in under the link http://www.trai.gov.in/release-publication/reports/performance-indicators-reports). Any suggestion or any clarification pertaining to this report, undersigned (Shri S. K. Mishra, Pr. Advisor (F&EA), TRAI) may be contacted on Tel. +91-11-23221856, Fax. +91-11-23235249 and e-mail: skmishra.trai@nic.in.

Authorized to issue

(S. K. Mishra)
Pr. Advisor (F&EA)

The Indian Telecom Services Performance Indicators
October – December, 2019

Executive Summary

1. The number of telephone subscribers in India decreased from 1,195.24 million at the end of Sep-19 to 1,172.44 million at the end of Dec-19, registering a decline rate of 1.91% over the previous quarter. This reflects year-on-year (Y-O-Y) growth rate of -2.12% over the same quarter of last year. The overall Teledensity[1] in India decreased from 90.52 as on QE Sep-19 to 88.56 as on QE Dec-19.

<u>Trends in Telephone Subscribers and Tele-density in India</u>

2. Telephone subscribers in Urban areas decreased from 677.95 million at the end of Sep-19 to 662.45 million at the end of Dec-19 and Urban

[1] Teledensity – Number of telephone connections (fixed lines and mobile phone subscribers) per 100 inhabitants within a geographical area.

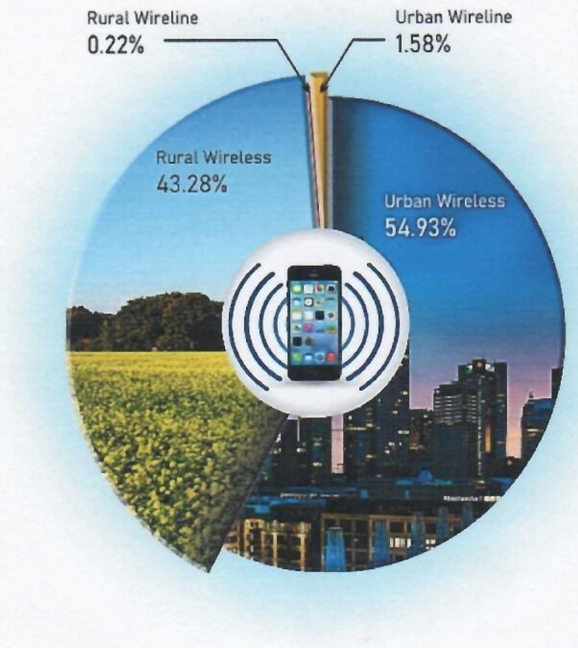
(Source-ITU)

Tele-density also declined from 160.63 to 156.26 during the same period.

3. Rural telephone subscribers decreased from 517.29 million at the end of Sep-19 to 509.99 million at the end of Dec-19 and Rural Tele-density also decreased from 57.59 at the end of Sep-19 to 56.67 at the end of Dec-19 during the same period.

4. Out of the total subscription, the share of Rural subscription increased from 43.28% at the end of Sep-19 to 43.50% at the end of Dec-19.

Composition of Telephone Subscribers



5. With a net addition of -22.31 million subscribers during the quarter, the total wireless subscriber base decreased from 1,173.75 million at the end of Sep-19 to 1,151.44 million at the end of Dec-19, registering a growth rate of -1.90% over the previous quarter. Wireless subscriptions decreased Y-O-Y at the rate of 2.09% during the quarter.

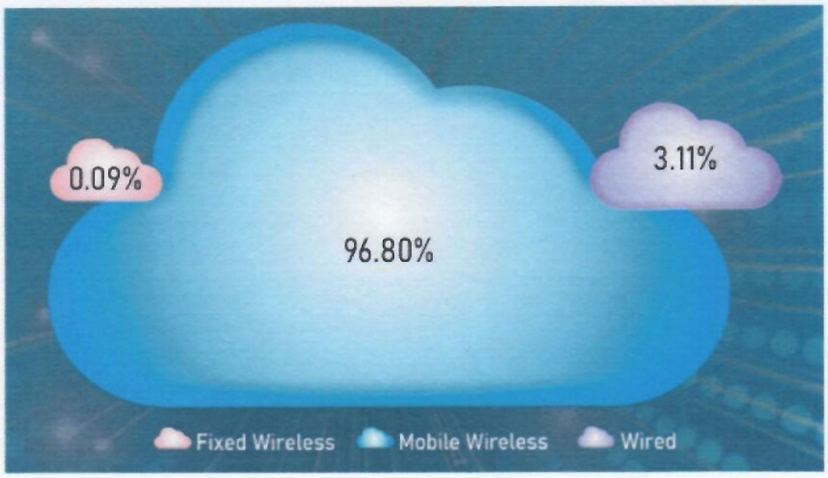
6. Wireless Tele-density declined from 88.90 at the end of Sep-19 to 86.98 at the end of Dec-19 with a quarterly growth rate of -2.16%.

7. Wireline subscriber decreassed from 21.49 million at the end of Sep-19 to 21 million at the end of Dec-19 with quarterly growth rate of -2.26% and Y-O-Y basis, wireline subscription aldo declined by 3.95% in QE Dec-19.

8. Wireline Tele-density decreased from 1.63 at the end of Sep-19 to 1.59 at the end of Dec-19.

9. Total number of Internet[2] subscribers increased from 687.62 million at the end of Sep-19 to 718.74 million at the end of Dec-19, registering a quarterly growth rate of 4.53%. Out of 718.74 million internet subscribers, number of Wired Internet subscribers are 22.39 million and number of Wireless Internet subscribers are 696.36 million.

<u>Composition of internet subscription</u>



[2] Internet: Interconnected global networks that use the internet protocol.

10. The Internet subscriber base is comprised of Broadband[3] Internet subscriber base of 661.94 million and Narrowband[4] Internet subscriber base of 56.81 million.

11. The broadband Internet subscriber base increased by 5.84% from 625.42 million at the end of Sep-19 to 661.94 million at the end of Dec-19. However, the narrowband Internet subscriber base declined by 8.67% from 62.20 million at the end of Sep-19 to 56.81 million at the end of Dec-19.

12. Monthly Average Revenue per User (ARPU)[5] for wireless service increased by 5.74%, from ₹74.38 in QE Sep-19 to ₹78.65 in QE Dec-19. On a Y-O-Y basis, monthly ARPU for wireless service increased by 12.15% in this quarter.

13. Prepaid ARPU per month increased from ₹67 in QE Sep-19 to ₹70 in QE Dec-19 and for Postpaid ARPU per month also increased from ₹247 in QE Sep-19 to ₹262 in QE Dec-19.

14. On an all India average, the overall Minutes of Usage (MOU)6 per subscriber per month for wireless service increased by 10.71% from 691 for QE Sep-19 to 712 in QE Dec-19.

15. Prepaid MOU per subscriber per month increased from 694 in QE Sep-19 to 716 in QE Dec-19. Postpaid MOU per subscriber per month also increased from 617 in QE Sep-19 to 632 in QE Dec-19.

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[3] Broadband: Internet access with a minimum capacity of greater or equal 512 Kbit/s in one or both directions.
[4] Narrowband: Internet access with a capacity of less than 512 Kbit/s in one or both directions.

(Source-ITU)

[5] ARPU per month is calculated by dividing net subscribers' revenue by average number of subscribers.
[6] MOU per subscriber per month is calculated by dividing total minutes of usage (incoming & outgoing) by average number of subscribers.

16. Gross Revenue[7] (GR) and Adjusted Gross Revenue[8] (AGR) of Telecom Service Sector for the Q.E. Dec-19 has been ₹63,764 Crore and ₹40,877 Crore respectively. GR and AGR increased by 6.29% and 9.48% respectively in Q.E. Dec-19 as compared to the previous quarter.

17. The Y-O-Y growth in GR and AGR in Q.E. Dec-19 over the same quarter of the last year has been 8.09% and 13.38% respectively.

18. Pass-through[9] charges increased from ₹22,654 Crore in QE Sep-19 to ₹22,887 Crore in QE Dec-19 with quarterly growth rate of 1.03%. The Y-O-Y growth rate of -0.22% has been recorded in pass-through charges for QE Dec-19.

19. The License Fee[10] increased from ₹2,989 Crore for the QE Sep-19 to ₹3,270 Crore for the QE Dec-19. The quarterly and the Y-O-Y growth rates of license fee are 9.41% and 13.15% respectively in this quarter.

20. Access services contributed 74.18% to the total Adjusted Gross Revenue of telecom services. In Access services, Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee and Spectrum Usage

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[7] 1. Gross Revenue is inclusive of installation charges, late fees, sale proceeds of handsets (or any other terminal equipment etc.), revenue on account of interest, dividend, value added services, supplementary services, access or interconnection charges, roaming charges, revenue from permissible sharing of infrastructure and any other miscellaneous revenue, without any set-off for related item of expense etc.

[8] Adusted Gross Revenue: The following shall be excluded from the Gross Revenue to arrive at the AGR:

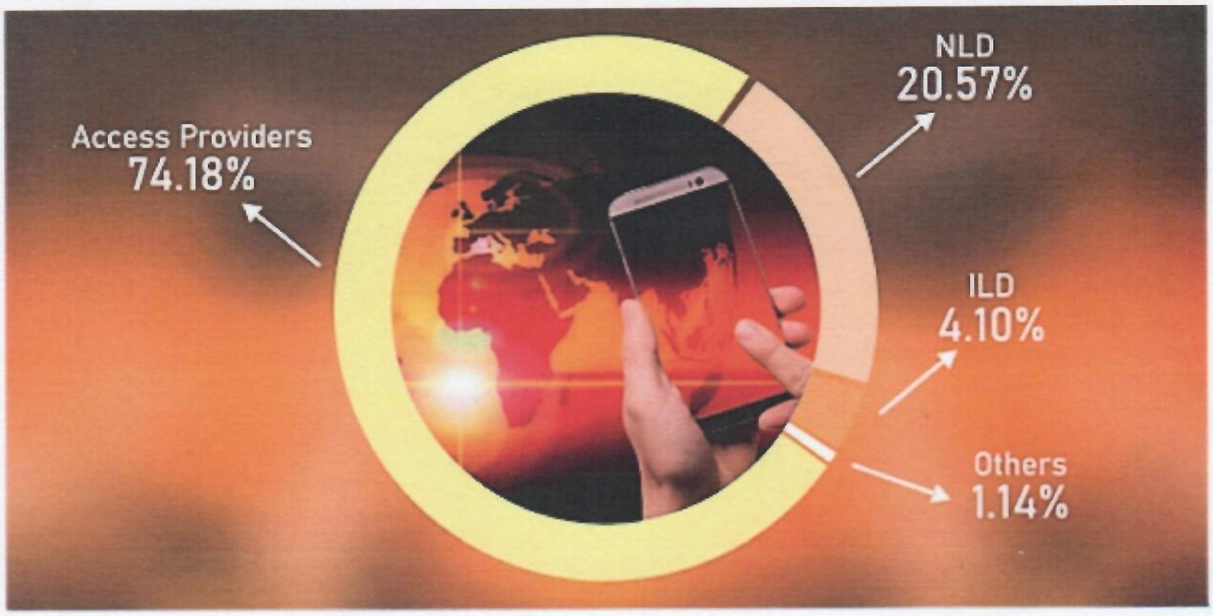
I. PSTN related call charges (Access Charges) actually paid to other eligible/entitled telecommunication service providers within India;
II. Roaming revenues actually passed on to other eligible/entitled telecommunication service providers; and
III. Service Tax on provision of service and Sales Tax actually paid to the Government if gross revenue had included as component of Sales Tax and Service Tax

[9] Pass through charges means the charges excluded from gross revenue to arrive at adjusted gross revenue for the purpose of levying licence fee.

[10] License Fee means a fee payable by Licensee at prescribed intervals and rates for the period of the Licence.

Charges (SUC)[11] increased by 5.47%, 8.60%, 8.51% and 12.58% respectively in QE Dec-19. However, Pass Through Charges declined quarterly by 0.18% during the same period.

Composition of Adjusted Gross Revenue in access services



21. Monthly Average Revenue per User (ARPU) for Access Services based on AGR, increased from ₹78.17 in QE Sep-19 to ₹85.07 in QE Dec-19.

22. The performance of wireline service providers in terms of QoS during the quarter vis-à-vis that in the previous quarter is given below:

[11] Spectrum Usage Charge is payable by the licensees providing mobile access services, as a percentage of their Adjusted Gross Revenue (AGR).

(Source – DoT License Agreement)

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
• Fault incidences: Mean time to Repair (MTTR) • Response time to the customer for Assistance- %age of calls answered by the operators (Voice to voice) within 90 seconds. • Termination/Closure of service-%age of request for Termination / closure of service complied within 7 days.	• Fault incidences: No. of faults per 100 subs/month) • Response time to the customer for Assistance • Accessibility of call centre/ customer care

23. The performance of Cellular Mobile service providers in terms of Quality of Service (QoS) during the quarter vis-à-vis that in the previous quarter is given as below: -

Parameters showing improvement in QoS	Parameters showing deterioration in QoS
• BS Accumulated down-time (not available for service) • Worst affected BSs due to down-time • SDCCH/ Paging Channel Congestion/ RRC Congestion • Metering and billing credibility - post paid • Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	• Network QoS DCR Spatial Distribution Measure [Network_ QSD (90,90)] • Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)] • Accessibility of call centre/ customer care • %age of calls answered by the operators (voice to voice) within 90 sec

24. A total number of 918 private satellite TV channels have been permitted by the Ministry of Information and Broadcasting (MIB) for uplinking only/downlinking only/both uplinking and downlinking, as on 31st December, 2019.

25. As per the reporting to TRAI, done by broadcaster in pursuance of the Tariff Order (Broadcasting & Cable) dated 3rd March 2017, there are 332 pay channels as on 31st December, 2019, which include 234 SD (standard definition) pay TV channels and 98 HD (high definition) Pay TV channels.

26. Since its introduction in the year 2003, DTH (direct-to-home) service has displayed a phenomenal growth. During the QE 30th December, 2019, there were 4 pay DTH service providers in the country.

27. Pay DTH has attained total active subscriber base of around 69.98 million in QE 31st December, 2019. This is in addition to the subscribers of DTH Free Dish (free DTH services of Doordarshan).

28. Apart from the radio stations operated by All India Radio (the public broadcaster) as on 31st December, 2019, there are 368 operational private FM Radio stations in 105 cities of 33 broadcasters as compared to 367 private FM Radio Stations in 104 cities of 33 broadcasters in the previous quarter.

29. The reported advertisement revenue for the QE 31st December, 2019 in respect of 367 private FM Radio stations is Rs.509.28 crore as against Rs.466.70 crore in respect of 366 private FM Radio stations for the previous quarter.

30. As per data received from MIB, as on 31st December, 2019, 278 Community Radio Stations are operational in the country.

Snapshot

(Data as on Q.E. 31st December, 2019)	
Telecom Subscribers (Wireless+Wireline)	
Total Subscribers	1,172.44 Million
% change over the previous quarter	-1.91%
Urban Subscribers	662.45 Million
Rural Subscribers	509.99 Million
Market share of Private Operators	88.55%
Market share of PSU Operators	11.45%
Teledensity	88.56
Urban Teledensity	156.26
Rural Teledensity	56.67
Wireless Subscribers	
Total Wireless Subscribers	1,151.44 Million
% change over the previous quarter	-1.90%
Urban Subscribers	643.97 Million
Rural Subscribers	507.46 Million
Market share of Private Operators	89.45%
Market share of PSU Operators	10.55%
Teledensity	86.98
Urban Teledensity	151.90
Rural Teledensity	56.39
Total Wireless Data Usage during the quarter	21,402 million GB
Number of Public Mobile Radio Trunk Services (PMRTS)	59,089
Number of Very Small Aperture Terminals (VSAT)	2,98,464
Wireline Subscribers	
Total Wireline Subscribers	21 Million
% change over the previous quarter	-2.26%
Urban Subscribers	18.47 Million
Rural Subscribers	2.53 Million
Market share of Private Operators	39.53%
Market share of PSU Operators	60.47%
Teledensity	1.59
Urban Teledensity	4.36
Rural Teledensity	0.28
No. of Village Public Telephones (VPT)	68,784
No. of Public Call Office (PCO)	1,93,794

Telecom Financial Data	
Gross Revenue (GR) during the quarter	₹63,764 Crore
% change in GR over the previous quarter	6.29%
Adjusted Gross Revenue (AGR) during the quarter	₹40,877 Crore
% change in AGR over the previous quarter	9.48%
Share of Public sector undertakings in Access AGR	8%
Monthly Average Revenue Per User (ARPU) for Access Services	₹85.07
Internet/Broadband Subscribers	
Total Internet Subscribers	718.74 Million
% change over previous quarter	4.53%
Narrowband subscribers	56.806 Million
Broadband subscribers	661.938 Million
Wired Internet Subscribers	22.386 Million
Wireless Internet Subscribers	696.36 Million
Urban Internet Subscribers	450.31 Million
Rural Internet Subscribers	268.43 Million
Total Internet Subscribers per 100 population	54.29
Urban Internet Subscribers per 100 population	106.22
Rural Internet Subscribers per 100 population	29.83
Broadcasting & Cable Services	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	918
Number of Pay TV Channels as reported by broadcasters	332
Number of private FM Radio Stations (excluding All India Radio)	368
Number of total active subscribers with pay DTH operators	69.98 Million
Number of Operational Community Radio Stations	278
Number of pay DTH Operators	4
Revenue & Usage Parameters	
Monthly ARPU of Wireless Service (GSM including LTE)	₹78.65
Minutes of Usage (MOU) per subscriber per month - Wireless Service (GSM including LTE)	712 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	181.34 Million
Wireless Data Usage	
Average Wireless Data Usage per wireless data subscriber per month	10.40 GB
Average revenue realization per subscriber per GB wireless data during the quarter	₹8.45